

Tutor Training Survey

The results of the Tutor Training Survey are presented in this report. The survey was administered to students who attended a Mathematics Laboratory for tutorial help on all campuses, before and after the tutors received training. The Mathematics Department and/or participating Laboratory staff conducted the survey. Survey materials were forwarded to the Institutional Research Office for data processing. The pre-training survey yielded 1,378 responses, while the post-training survey yielded a total of 1,377 responses. Homestead Campus was excluded from the report because there are no pre-training survey data available for comparison. The survey assessed various issues related to Mathematics Laboratory services such as the level of usage and quality of assistance received by students, tutors' conduct and performance, etc. The pre-training and post-training results are compared and presented for the College and by campus.

Highlights:

College-Wide

Lab usage increased by 7 percentage points, 91% vs. 84% in the pre-training survey. The frequency of usage also increased by 5 percentage points, 41% vs. 36% in the pre-training survey said they used the laboratory services almost every day or every day.

Although the tutor ratings were high in the pre-training survey, ratings improved on all items except one. Ratings that increased by at least 2 percentage points will be considered significant for this purpose.

- ❖ The following items increased by two percentage points:
 - Tutors' ability to answer questions and help with the material.
 - Tutors made only positive comments regarding the course.
 - Tutors provided equal treatment to all students.

- ❖ The following items increased by three percentage points:
 - Tutors' ability to provide related information and/or suggestions regarding study techniques, note taking skills, etc
 - Knowledge of tutors regarding the technology available in the Mathematics Support Center (Lab).

There were significant changes in ratings at the campus level, particularly on Wolfson and Hialeah campuses.

Tutor Training Survey

North Campus

The level of usage of the laboratory services increased slightly, 91% vs. 89% in the pre-training survey. The frequency of usage also increased by two percentage points: 40% said they used the lab almost every day or every day in the post-training survey compared with 38% in the pre-training survey.

Agreement ratings for all items on the survey either increased by one point or remained unchanged with one exception: the agreement rating for tutors making only positive comments regarding the textbook declined by 2 percentage points.

There were 231 comments received in the post-training survey and 202 in the pre-training survey. Of these:

- ❖ Most of the comments received indicated that the staff and lab were helpful (65% of comments on the post-training survey and 71% of comments on the pre-training survey).
- ❖ Twelve percent of the comments in the post-training survey indicated that staff needs to improve compared with 6% in the pre-training survey.

Kendall Campus

The level of usage in the post-training survey increased by 16 percentage points, 94% vs. 78% in the pre-training survey. The frequency of usage increased by 9 percentage points: 45% said they use the lab almost every day or every day vs. 36% in the pre-training survey.

- ❖ Agreement ratings increased on the following items:
 - The tutors made only positive comments regarding the course (increased by 3 percentage points).
 - The tutors made only positive comments regarding the textbook (increased by 2 percentage points).
- ❖ Agreement ratings on all other items remained unchanged or varied by only one percentage point.

There were 142 student comments received in the post-training survey and 169 in the pre-training survey. Of these:

- ❖ The majority of comments indicated that the staff and laboratory were helpful (81% of comments in the post-training and 80% of comments in the pre-training surveys).
- ❖ Very few students commented that staff needs to improve – only 4% in the post-training survey and 7% in the pre-training survey.

Tutor Training Survey

Wolfson Campus

Lab usage increased by 6 percentage points, 93% vs. 87% in the pre-training survey. The frequency of usage also increased by 9 percentage points: 50% vs. 41% in the pre-training survey said they use the lab almost every day or every day.

- ❖ Agreement ratings increased on the following items:
 - Tutors made only positive comments regarding the course (11 percentage points).
 - Overall quality of assistance received was excellent (9 percentage points).
 - Ability to provide related information and/or suggestions regarding study techniques, note taking skills, etc. (9 percentage points).
 - Tutors provided equal treatment to all students (8 percentage points).
 - Tutors' ability to answer questions and help with the material (5 percentage points).
 - Tutors made only positive comments regarding the textbook (5 percentage points).
 - Tutors behaved professionally (increased by 2 percentage points).
 - Knowledge of tutors regarding the technology available in the Mathematics Support Center (Lab) increased by 4 percentage points.

There were 70 student comments received in the post-training survey and 77 in the pre-training survey. Of these:

- ❖ Sixty-six percent of the comments in the post-training survey indicated that the staff and laboratory were helpful, compared with 60% in the pre-training surveys.
- ❖ Fourteen percent of the comments in the post-training survey indicated that staff needs to improve, compared with 6% in the pre-training survey.

InterAmerican Campus

The level of usage of the laboratory services increased by 10 percentage points: 95% vs. 85% in the pre-training survey. The frequency of usage also increased by 18 percentage points: 46% vs. 28% in the pre-training survey.

Agreement ratings for all items on the survey remained very high. Excellent ratings were recorded on all items in the survey in the post-training survey, although most of the agreement ratings were more than 95% in the pre-training survey.

Tutor Training Survey

There were 44 comments received in the post-training survey and 42 in the pre-training survey. Of these:

- ❖ The majority of comments indicated that the staff and laboratory were helpful (84% of comments in the post-training and 90% of comments in the pre-training surveys).
- ❖ There were no comments on the need for staff improvement in both pre-training and post-training surveys.

Hialeah Campus

The level of usage increased slightly by 4 percentage points, 76% vs. 72% in the pre-training survey. The frequency of usage decreased by 4 percentage points: 31% said they used the lab almost every day or every day in the post-training survey compared with 35% in the pre-training survey. Agreement ratings for all items on the survey increased.

- ❖ The following items increased by more than 20 percentage points:
 - Tutors were able to provide related information and/or suggestions regarding study techniques, note taking skills, etc. (23 percentage points).
 - Tutors were able to answer questions and help with the material (20 percentage points).
- ❖ Other items include:
 - Tutors were knowledgeable regarding the technology available in the Mathematics Support Center (Lab) (16 percentage points).
 - Overall quality of assistance received was excellent (14 percentage points).
 - Tutors made only positive comments regarding the textbook (12 percentage points).
 - Tutors made only positive comments regarding the course (8 percentage points).
 - Tutors provided equal treatment to all students (7 percentage points).
 - Tutors made only positive comments regarding the instructor (5 percentage points).
 - Tutors behaved professionally (increased by 2 percentage points).

There were 57 student comments received in the post-training survey and 47 in the pre-training survey. Of these:

- ❖ Almost three-fourths of the comments in the post-training survey (74%), indicated that the staff and laboratory were helpful compared with half in the pre-training survey (51%).
- ❖ Very few students commented that staff needs to improve in the post-training survey (5%), compared with almost one-third in the pre-training survey (32%).

Table 1
College-Wide
Frequency of Lab Usage

	Group	Number	No. Who Used	% Who Used	Every day		Almost Every day		Once or twice each week		Hardly ever		Never	
					N	%	N	%	N	%	N	%	N	%
How often did you use the Math Lab this term?	Pre	1,300	1,090	84%	109	8%	366	28%	615	47%	176	14%	34	3%
	Post	1,327	1,205	91%	111	8%	443	33%	651	49%	101	8%	21	2%

Ratings of Tutor Services

	Group	Number	% Agree of Able to		Strongly Agree		Agree		Disagree		Strongly Disagree		Unable to Rate	
			Rate	Rate	N	%	N	%	N	%	N	%	N	%
The overall quality of assistance that you received was excellent	Pre	1,316	95%	95%	617	47%	570	43%	48	4%	19	1%	62	5%
	Post	1,335	96%	97%	631	47%	609	46%	43	3%	10	1%	42	3%
The tutors were able to answer your questions and help you with the material.	Pre	1,315	95%	94%	666	51%	506	38%	56	4%	12	1%	75	6%
	Post	1,340	97%	95%	707	53%	533	40%	30	2%	9	1%	61	5%
The tutors were able to provide you with related information and/or suggestions regarding study techniques, note taking skills etc.	Pre	1,316	89%	91%	578	44%	492	37%	105	8%	27	2%	114	9%
	Post	1,339	92%	92%	596	45%	532	40%	81	6%	18	1%	112	8%
The tutors made only positive comments regarding your course.	Pre	1,319	94%	87%	582	44%	489	37%	57	4%	14	1%	177	13%
	Post	1,337	96%	85%	595	45%	507	38%	32	2%	9	1%	194	15%
The tutors made only positive comments regarding your textbook.	Pre	1,314	92%	82%	508	39%	484	37%	75	6%	13	1%	234	18%
	Post	1,335	93%	81%	536	40%	475	36%	59	4%	14	1%	251	19%
The tutors made only positive comments regarding your instructor.	Pre	1,306	95%	81%	548	42%	460	35%	38	3%	15	1%	245	19%
	Post	1,326	95%	78%	583	44%	405	31%	41	3%	10	1%	287	22%
The tutors provided equal treatment to all students.	Pre	1,299	94%	93%	707	54%	435	33%	47	4%	22	2%	88	7%
	Post	1,330	96%	95%	750	56%	464	35%	41	3%	13	1%	62	5%
The tutors behaved professionally (they never asked you for your phone number, they never solicited money for tutoring you outside the lab, etc).	Pre	1,320	97%	94%	847	64%	356	27%	27	2%	14	1%	76	6%
	Post	1,337	98%	95%	889	66%	358	27%	13	1%	16	1%	61	5%
The tutor was knowledgeable regarding the technology available in the Mathematics Support Center (Lab).	Pre	1,318	95%	90%	672	51%	460	35%	44	3%	13	1%	129	10%
	Post	1,339	98%	93%	750	56%	462	35%	22	2%	8	1%	97	7%

Table 2
North Campus
Frequency of Lab Usage

	Group	Number	No. Who Used	% Who Used	Every day		Almost Every day		Once or twice each week		Hardly ever		Never	
					N	%	N	%	N	%	N	%	N	%
					How often did you use the Math Lab this term?	Pre	495	442	89%	37	7%	152	31%	253
	Post	646	586	91%	44	7%	211	33%	331	51%	55	9%	5	1%

Ratings of Tutor Services

	Group	Number	% Agree of Able to		Strongly Agree		Agree		Disagree		Strongly Disagree		Unable to Rate	
			Rate	Rate	N	%	N	%	N	%	N	%	N	%
			The overall quality of assistance that you received was excellent	Pre	502	97%	97%	218	43%	254	51%	12	2%	2
	Post	646	95%	98%	273	42%	327	51%	25	4%	6	1%	15	2%
The tutors were able to answer your questions and help you with the material.	Pre	504	97%	95%	241	48%	223	44%	13	3%	3	1%	24	5%
	Post	650	96%	96%	317	49%	285	44%	18	3%	5	1%	25	4%
The tutors were able to provide you with related information and/or suggestions regarding study techniques, note taking skills etc.	Pre	503	89%	91%	184	37%	221	44%	42	8%	9	2%	47	9%
	Post	649	90%	92%	239	37%	297	46%	46	7%	12	2%	55	8%
The tutors made only positive comments regarding your course.	Pre	505	94%	85%	193	38%	211	42%	20	4%	4	1%	77	15%
	Post	647	95%	83%	239	37%	272	42%	24	4%	5	1%	107	17%
The tutors made only positive comments regarding your textbook.	Pre	503	94%	80%	173	34%	205	41%	23	5%	3	1%	99	20%
	Post	647	92%	79%	212	33%	260	40%	36	6%	5	1%	134	21%
The tutors made only positive comments regarding your instructor.	Pre	502	92%	78%	171	34%	189	38%	21	4%	9	2%	112	22%
	Post	640	93%	75%	234	37%	210	33%	28	4%	5	1%	163	25%
The tutors provided equal treatment to all students.	Pre	496	95%	94%	247	50%	192	39%	19	4%	6	1%	32	6%
	Post	642	95%	96%	338	53%	247	38%	23	4%	10	2%	24	4%
The tutors behaved professionally (they never asked you for your phone number, they never solicited money for tutoring you outside the lab, etc).	Pre	506	97%	95%	308	61%	156	31%	10	2%	5	1%	27	5%
	Post	647	98%	97%	414	64%	199	31%	4	1%	9	1%	21	3%
The tutor was knowledgeable regarding the technology available in the Mathematics Support Center (Lab).	Pre	505	97%	89%	228	45%	208	41%	10	2%	4	1%	55	11%
	Post	648	97%	92%	325	50%	255	39%	13	2%	4	1%	51	8%

**Table 3
Kendall Campus
Frequency of Lab Usage**

	Group	Number	No. Who Used	% Who Used	Every day		Almost Every day		Once or twice each week		Hardly ever		Never	
					N	%	N	%	N	%	N	%	N	%
					How often did you use the Math Lab this term?	Pre	335	261	78%	28	8%	94	28%	139
	Post	347	327	94%	35	10%	121	35%	171	49%	19	5%	1	0%

Ratings of Tutor Services

	Group	Number	% Agree of Able to		Strongly Agree		Agree		Disagree		Strongly Disagree		Unable to Rate	
			Rate	Rate	N	%	N	%	N	%	N	%	N	%
			The overall quality of assistance that you received was excellent	Pre	335	97%	95%	164	49%	142	42%	8	2%	3
	Post	350	97%	99%	173	49%	161	46%	11	3%	1	0%	4	1%
The tutors were able to answer your questions and help you with the material.	Pre	335	97%	95%	185	55%	123	37%	9	3%	0	0%	18	5%
	Post	351	98%	98%	203	58%	136	39%	6	2%	0	0%	6	2%
The tutors were able to provide you with related information and/or suggestions regarding study techniques, note taking skills etc.	Pre	334	93%	92%	166	50%	120	36%	17	5%	3	1%	28	8%
	Post	351	92%	95%	178	51%	130	37%	24	7%	2	1%	17	5%
The tutors made only positive comments regarding your course.	Pre	335	95%	88%	163	49%	115	34%	14	4%	2	1%	41	12%
	Post	350	98%	89%	176	50%	130	37%	5	1%	1	0%	38	11%
The tutors made only positive comments regarding your textbook.	Pre	334	91%	82%	136	41%	112	34%	20	6%	5	1%	61	18%
	Post	349	93%	84%	153	44%	119	34%	16	5%	5	1%	56	16%
The tutors made only positive comments regarding your instructor.	Pre	333	97%	81%	147	44%	117	35%	5	2%	2	1%	62	19%
	Post	348	96%	80%	166	48%	104	30%	7	2%	3	1%	68	20%
The tutors provided equal treatment to all students.	Pre	330	96%	93%	198	60%	97	29%	9	3%	4	1%	22	7%
	Post	348	96%	98%	200	57%	126	36%	15	4%	0	0%	7	2%
The tutors behaved professionally (they never asked you for your phone number, they never solicited money for tutoring you outside the lab, etc).	Pre	335	98%	94%	230	69%	80	24%	6	2%	0	0%	19	6%
	Post	350	98%	97%	238	68%	94	27%	2	1%	4	1%	12	3%
The tutor was knowledgeable regarding the technology available in the Mathematics Support Center (Lab).	Pre	335	97%	92%	192	57%	105	31%	10	3%	0	0%	28	8%
	Post	351	98%	96%	217	62%	114	32%	5	1%	1	0%	14	4%

Table 4
Wolfson Campus
Frequency of Lab Usage

	Group	Number	No. Who Used	% Who Used	Every day		Almost Every day		Once or twice each week		Hardly ever		Never	
					N	%	N	%	N	%	N	%	N	%
					How often did you use the Math Lab this term?	Pre	167	146	87%	12	7%	57	34%	77
	Post	147	136	93%	12	8%	62	42%	62	42%	10	7%	1	1%

Ratings of Tutor Services

	Group	Number	% Agree of Able to		Strongly Agree		Agree		Disagree		Strongly Disagree		Unable to Rate	
			Rate	% Rate	N	%	N	%	N	%	N	%	N	%
			The overall quality of assistance that you received was excellent	Pre	170	87%	94%	65	38%	74	44%	13	8%	7
	Post	148	96%	95%	65	44%	69	47%	6	4%	0	0%	8	5%
The tutors were able to answer your questions and help you with the material.	Pre	169	91%	93%	65	38%	78	46%	10	6%	5	3%	11	7%
	Post	148	96%	93%	75	51%	58	39%	4	3%	1	1%	10	7%
The tutors were able to provide you with related information and/or suggestions regarding study techniques, note taking skills etc.	Pre	169	83%	91%	57	34%	71	42%	16	9%	10	6%	15	9%
	Post	148	92%	90%	61	41%	61	41%	8	5%	3	2%	15	10%
The tutors made only positive comments regarding your course.	Pre	169	87%	85%	58	34%	67	40%	15	9%	3	2%	26	15%
	Post	149	98%	85%	61	41%	63	42%	1	1%	1	1%	23	15%
The tutors made only positive comments regarding your textbook.	Pre	167	88%	82%	50	30%	70	42%	16	10%	1	1%	30	18%
	Post	148	93%	78%	56	38%	51	34%	6	4%	2	1%	33	22%
The tutors made only positive comments regarding your instructor.	Pre	165	95%	79%	56	34%	68	41%	5	3%	2	1%	34	21%
	Post	147	96%	81%	64	44%	50	34%	5	3%	0	0%	28	19%
The tutors provided equal treatment to all students.	Pre	166	90%	93%	74	45%	65	39%	6	4%	9	5%	12	7%
	Post	149	98%	93%	82	55%	53	36%	2	1%	1	1%	11	7%
The tutors behaved professionally (they never asked you for your phone number, they never solicited money for tutoring you outside the lab, etc).	Pre	169	93%	94%	91	54%	57	34%	5	3%	6	4%	10	6%
	Post	149	95%	93%	96	64%	36	24%	6	4%	1	1%	10	7%
The tutor was knowledgeable regarding the technology available in the Mathematics Support Center (Lab).	Pre	169	93%	87%	69	41%	67	40%	7	4%	4	2%	22	13%
	Post	149	97%	91%	76	51%	56	38%	2	1%	2	1%	13	9%

Table 5
InterAmerican Campus
Frequency of Lab Usage

	Group	Number	No. Who Used	% Who Used	Every day		Almost Every day		Once or twice each week		Hardly ever		Never	
					N	%	N	%	N	%	N	%	N	%
					How often did you use the Math Lab this term?	Pre	176	150	85%	13	7%	37	21%	100
	Post	76	72	95%	11	14%	24	32%	37	49%	4	5%	0	0%

Ratings of Tutor Services

	Group	Number	% Agree of Able to Rate	% Able to Rate	Strongly Agree		Agree		Disagree		Strongly Disagree		Unable to Rate	
					N	%	N	%	N	%	N	%	N	%
					The overall quality of assistance that you received was excellent	Pre	183	99%	99%	129	70%	50	27%	1
	Post	79	100%	100%	55	70%	24	30%	0	0%	0	0%	0	0%
The tutors were able to answer your questions and help you with the material.	Pre	182	99%	99%	136	75%	43	24%	2	1%	0	0%	1	1%
	Post	79	100%	97%	50	63%	27	34%	0	0%	0	0%	2	3%
The tutors were able to provide you with related information and/or suggestions regarding study techniques, note taking skills etc.	Pre	183	97%	98%	131	72%	44	24%	4	2%	1	1%	3	2%
	Post	79	100%	92%	56	71%	17	22%	0	0%	0	0%	6	8%
The tutors made only positive comments regarding your course.	Pre	183	99%	97%	127	69%	49	27%	1	1%	0	0%	6	3%
	Post	79	100%	92%	56	71%	17	22%	0	0%	0	0%	6	8%
The tutors made only positive comments regarding your textbook.	Pre	183	96%	93%	110	60%	54	30%	5	3%	1	1%	13	7%
	Post	79	100%	94%	58	73%	16	20%	0	0%	0	0%	5	6%
The tutors made only positive comments regarding your instructor.	Pre	182	96%	93%	110	60%	53	29%	5	3%	1	1%	13	7%
	Post	79	100%	94%	57	72%	17	22%	0	0%	0	0%	5	6%
The tutors provided equal treatment to all students.	Pre	180	97%	99%	137	76%	37	21%	4	2%	1	1%	1	1%
	Post	79	100%	97%	61	77%	16	20%	0	0%	0	0%	2	3%
The tutors behaved professionally (they never asked you for your phone number, they never solicited money for tutoring you outside the lab, etc).	Pre	183	98%	99%	151	83%	27	15%	2	1%	1	1%	2	1%
	Post	79	100%	99%	63	80%	15	19%	0	0%	0	0%	1	1%
The tutor was knowledgeable regarding the technology available in the Mathematics Support Center (Lab).	Pre	182	99%	99%	138	76%	40	22%	2	1%	0	0%	2	1%
	Post	79	100%	99%	64	81%	14	18%	0	0%	0	0%	1	1%

**Table 6
Hialeah Campus
Frequency of Lab Usage**

	Group	Number	No. Who Used	% Who Used	Every day		Almost Every day		Once or twice each week		Hardly ever		Never	
					N	%	N	%	N	%	N	%	N	%
					How often did you use the Math Lab this term?	Pre	127	91	72%	19	15%	26	20%	46
	Post	111	84	76%	9	8%	25	23%	50	45%	13	12%	14	13%

Ratings of Tutor Services

	Group	Number	% Agree of Able to Rate	% Able to Rate	Strongly Agree		Agree		Disagree		Strongly Disagree		Unable to Rate	
					N	%	N	%	N	%	N	%	N	%
					The overall quality of assistance that you received was excellent	Pre	126	82%	88%	41	33%	50	40%	14
	Post	112	96%	87%	65	58%	28	25%	1	1%	3	3%	15	13%
The tutors were able to answer your questions and help you with the material.	Pre	125	75%	83%	39	31%	39	31%	22	18%	4	3%	21	17%
	Post	112	95%	84%	62	55%	27	24%	2	2%	3	3%	18	16%
The tutors were able to provide you with related information and/or suggestions regarding study techniques, note taking skills etc.	Pre	127	72%	83%	40	31%	36	28%	26	20%	4	3%	21	17%
	Post	112	95%	84%	62	55%	27	24%	2	2%	3	3%	18	16%
The tutors made only positive comments regarding your course.	Pre	127	88%	79%	40	31%	48	38%	7	6%	5	4%	27	21%
	Post	112	96%	82%	63	56%	25	22%	2	2%	2	2%	20	18%
The tutors made only positive comments regarding your textbook.	Pre	127	85%	76%	39	31%	43	34%	11	9%	3	2%	31	24%
	Post	112	97%	79%	57	51%	29	26%	1	1%	2	2%	23	21%
The tutors made only positive comments regarding your instructor.	Pre	124	92%	81%	47	38%	45	36%	6	5%	2	2%	24	19%
	Post	112	97%	79%	62	55%	24	21%	1	1%	2	2%	23	21%
The tutors provided equal treatment to all students.	Pre	127	90%	83%	51	40%	44	35%	9	7%	2	2%	21	17%
	Post	112	97%	84%	69	62%	22	20%	1	1%	2	2%	18	16%
The tutors behaved professionally (they never asked you for your phone number, they never solicited money for tutoring you outside the lab, etc).	Pre	127	94%	86%	67	53%	36	28%	4	3%	2	2%	18	14%
	Post	112	97%	85%	78	70%	14	13%	1	1%	2	2%	17	15%
The tutor was knowledgeable regarding the technology available in the Mathematics Support Center (Lab).	Pre	127	81%	83%	46	36%	39	31%	15	12%	5	4%	22	17%
	Post	112	97%	84%	68	61%	23	21%	2	2%	1	1%	18	16%